wyserAI

ASSIST *technical data sheet*

ASSIST is a secure, scalable AI transcription and summarisation platform designed for advice-giving organisations. It integrates with telephony, Teams, and case management systems to automate client note-taking while meeting strict security and compliance requirements.

System architecture

Client environment	WyserASSIST web app, Wyser Go app, Desktop Recorder (Windows), Universal Recorder (Chrome, iOS, MacOS)
Secure transfer	TLS 1.2+ encrypted connection
Processing environment	Isolated, containerised environment on UK/EEA servers
Storage	AES-256 encrypted object storage with configurable retention & auto-deletion
Delivery	Secure API / webhook integration with Telephony / AdvicePro / CRM

Data flow

Stage	What happens	Security measures
01 **Capture**	Audio captured from calls or uploaded recordings	TLS 1.2+ encrypted transfer
02 **Processing**	Speech-to-text + summarisation in secure environment. Audio data shared with AI processors securely either via processor API or direct access granted using a least privilege principle.	Data treated in accordance with UK GDPR
03 **Storage**	Temporary encrypted storage (AES-256)	Retention policy configurable per client
04 **Delivery**	Transcripts + summaries delivered via API or secure download	Role-based access controls

Hosting & infrastructure

Region
UK/EEA data centres

Cloud provider
Azure and GCP

Architecture
Containerised microservices for scalability

Uptime
99% SLA

Scalability
Multiple concurrent calls per organisation

Compliance & security

Standards
UK GDPR, ISO 27001-aligned practices

Encryption
In transit: TLS 1.2+
At rest: AES-256

Authentication
OAuth 2.0 provided by Auth0

Retention
Automated deletion within 48 hrs (audio), 30 days (transcripts/summaries)

Integrations

Audio capture

- Telephony: 8x8, Curo, SpliceCom, GoldTelcom, Dubber, Clobba, Wildix, RingCentral, Sharepoint, ftp/sftp, Teams
- Desktop Recorder (Windows)
- Universal Recorder (Chrome, iOS, MacOS)
- Custom integrations

Case management

- AdvicePro
- API for custom integrations

Delivery formats
JSON, TXT